



Guarantee Conditions of LEDVANCE GmbH for Compact Fluorescent Lamps towards Consumers

(valid for guarantee products purchased by the guarantee beneficiary before July 1st, 2019)

The following guarantee conditions apply exclusively to guarantee products purchased by the guarantee beneficiary before July 1st, 2019:

OSRAM compact fluorescent lamps help save energy - they also have long lifetimes. LEDVANCE is committed to the high quality of its OSRAM products and its promise of longevity, and guarantees replacements for compact fluorescent lamps that fail due to a product defect during the guarantee period.

Here's how the guarantee works:

OSRAM compact fluorescent lamps that fail to work properly as a result of a product defect in non-commercial applications during the specified period are covered by the LEDVANCE guarantee.

To receive a replacement in case of guarantee claim, please send the defective lamp sufficient postpaid in a protective package along with your cash register receipt to the LEDVANCE contact address in your area. Your statutory rights to non-defective goods remain unaffected.

OSRAM DULUX SUPERSTAR: 10-year lifetime - 3-year guarantee

OSRAM DULUX SUPERSTAR compact fluorescent lamps have a lifetime of up to 10 years. They therefore meet all requirements for normal everyday use in the private sphere. The OSRAM DULUX SUPERSTAR offering is extremely diverse - with numerous compact "miniaturized" and classic versions.

Because LEDVANCE is 100 % convinced by the quality of its OSRAM DULUX SUPERSTAR compact fluorescent lamps, they are issued with a unique 3-year guarantee. If an OSRAM DULUX SUPERSTAR fails (due to a product fault) within the guarantee period of 3 years from the purchase date, the purchaser will receive a replacement free of charge. The faulty product must be sent to LEDVANCE along with the receipt and postage paid by the sender. The guarantee is only valid for non-commercial use and within Europe. This guarantee does not affect the statutory rights of the purchaser.